



# Lumen Solutions for Microsoft Teams

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# Lumen is well-positioned to be your provider for UC&C products

Next-gen  
applications  
require



Highly distributed compute

High performance networking

Multi-cloud orchestration  
and connectivity

Embedded security

Cloud-native digital experience

~450K

## Global fiber route miles

Low-latency connectivity with broad reach

6400+

## Internet AS's connected

Deepest peered IP network in the world

2200+

## Public and Private data centers on-net globally

Dynamic connections to cloud providers

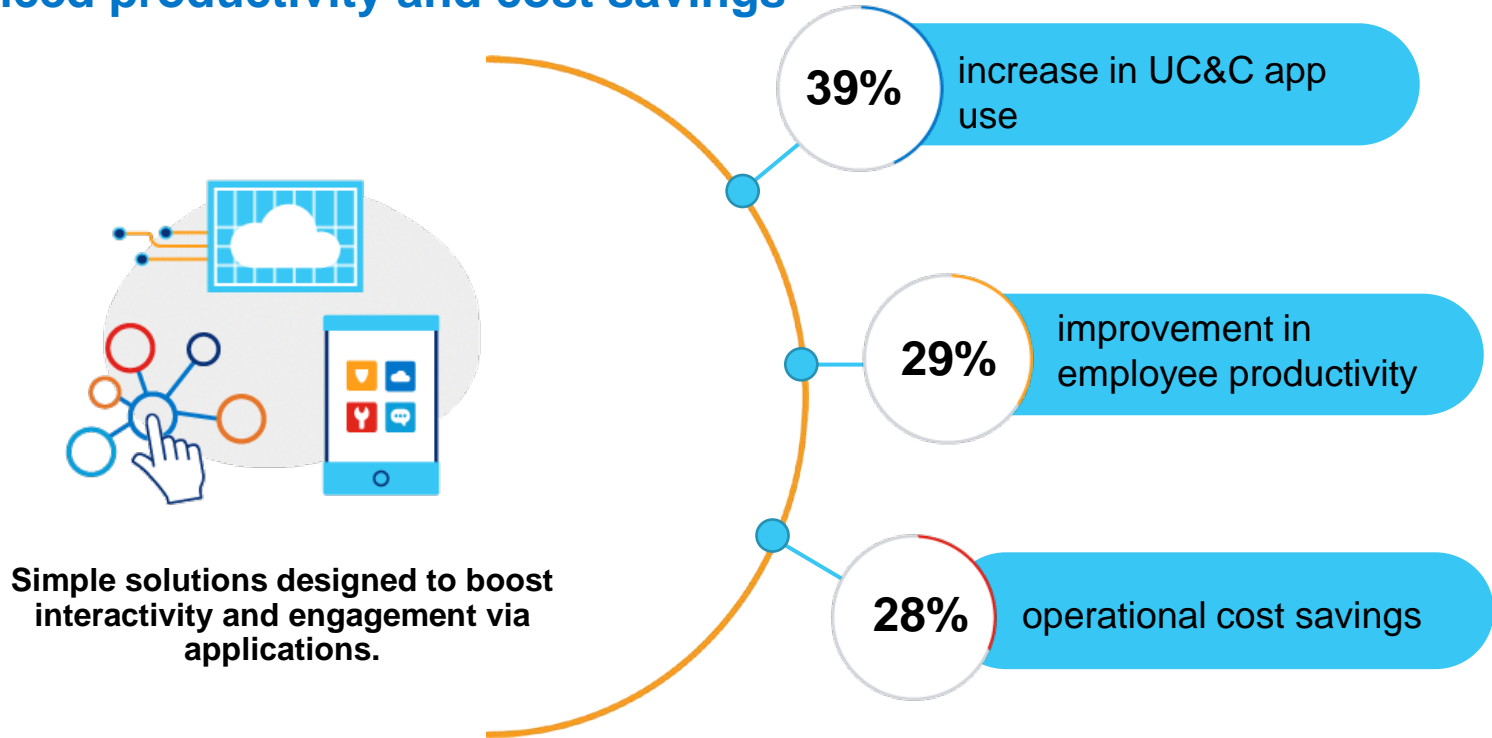
60+

## Edge compute nodes underway

Designed to cover > 98% of U.S. enterprise demand within 5ms of latency

# The benefits of using Lumen a single UC&C provider

## Enhanced productivity and cost savings

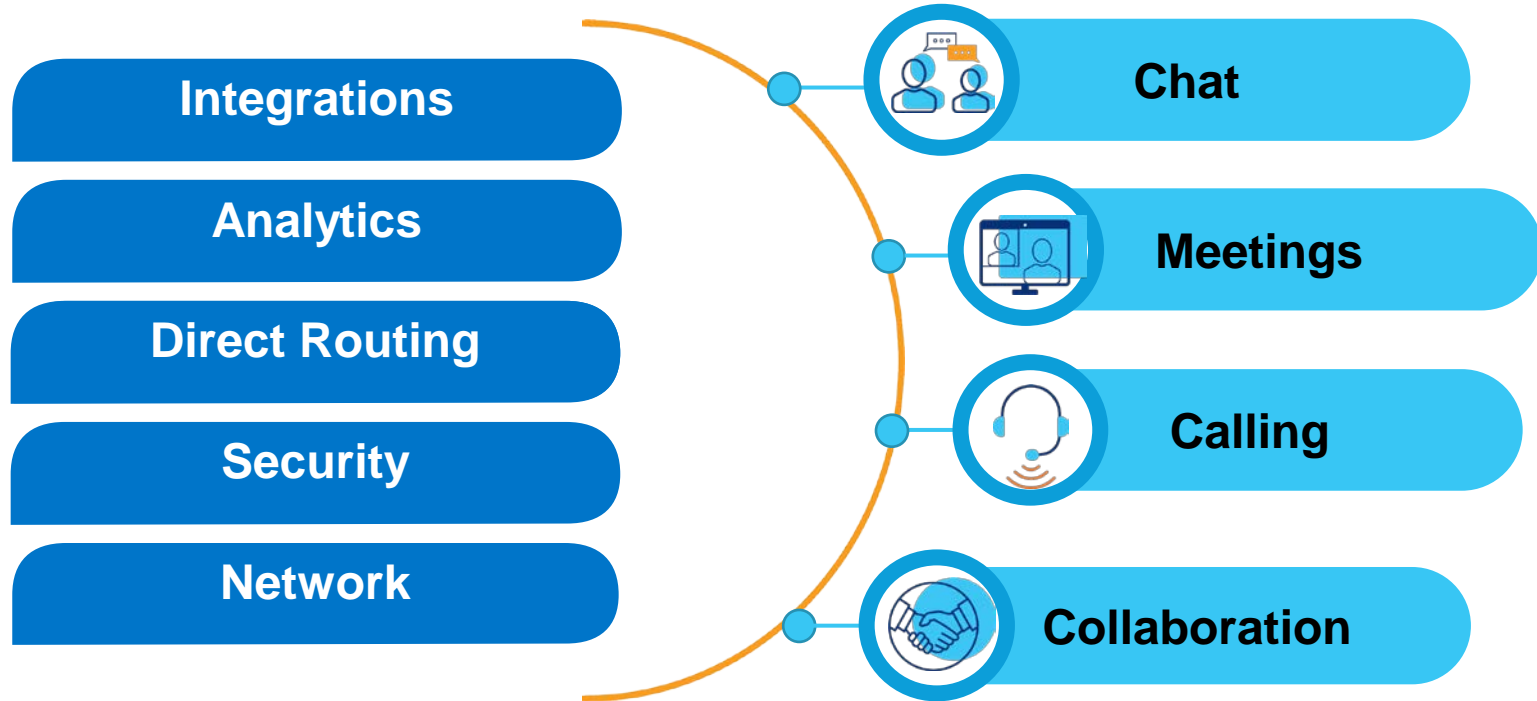


Source: Nemertes, "Employee, Customer Experience Transformations Deliver Measurable Value" Q32020. Data based on companies that use integrated CenturyLink collaboration and network services.

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# Lumen Solutions for Microsoft Teams



# Benefits of Lumen Solutions for Microsoft Teams



## Single provider

- A company you can trust with all of your UC&C, network and technology needs
- Enhanced employee productivity
- Simplified deployment, adaptation, support and billing
- Lumen owns and operates its own network



## Operational efficiencies

- Maximize your return on investment, minimize total cost of ownership
- Avoid large capital investments, and ongoing maintenance
- Predictable per user per month pricing model



## Reliability

- Implement a solution that incorporates best practices from Lumen
- We monitor your UC&C service availability with 24/7 support, allowing your IT resources to focus on your core business
- Rely on Lumen to assist with adoption within your business

# Bringing all your collaboration needs together

## One provider for your UC&C needs

- Global Direct Routing SBCs to connect Microsoft Teams to the PSTN via Lumen or BYO SIP services
- Professional services including project management
- Phone System management
- Application integrations – contact center, call recording, cloud-video interop etc.
- Unify Square PowerSuite - enhanced reporting & analytics plus telephone number management
- 24/7 Support team



# Professional services

## Delivering Microsoft Teams for your organization

- Lumen account team, regional support teams & sales engineer
- Lumen UC&C specialist account director & solutions architect
- Named project manager for Microsoft Teams deployment
- Voice Solutions Center for Lumen® SIP Trunk with Voice Complete®
- User training & adoption/communications strategy
- 24/7 support desk for day two support



# Phone system management

Lumen can manage Microsoft Teams Phone System for you

Once delivered, we continue to actively manage your Microsoft Teams Phone System environment by providing:

- White-glove support for your Microsoft Teams Phone System administrators
- Auto-attendant, hunt group configuration & changes
- Dial plan & group policy management
- Change requests
- Platform monitoring & fraud alert monitoring
- Enabling remote workers with their mobile devices, a headset with a laptop or PC, or one of many IP phones
- Helpdesk dashboard with tools that help identify issues

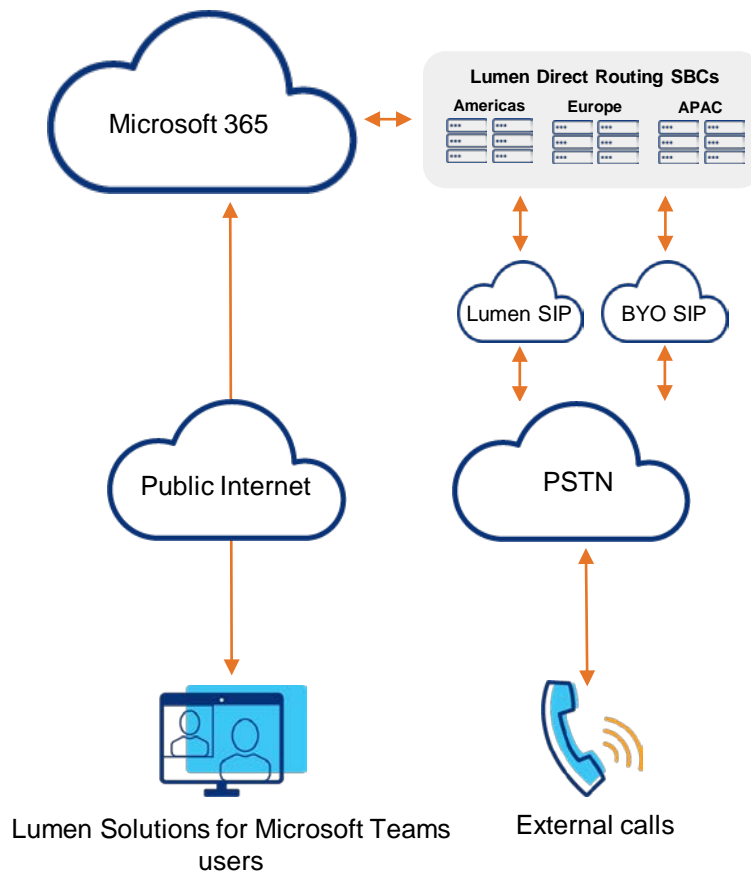




# Global Direct Routing

Public Switched Telephone Network (PSTN) connectivity for Microsoft Teams environments

A fully managed service to design, deliver, manage and provide ongoing support for all elements of Teams configuration within a customer Microsoft 365 Tenant. Our advanced monitoring tools are also included which provide a broad insight into the performance of Teams and voice services.



# Unify Square PowerSuite

Advanced reporting & analytics plus telephone number management

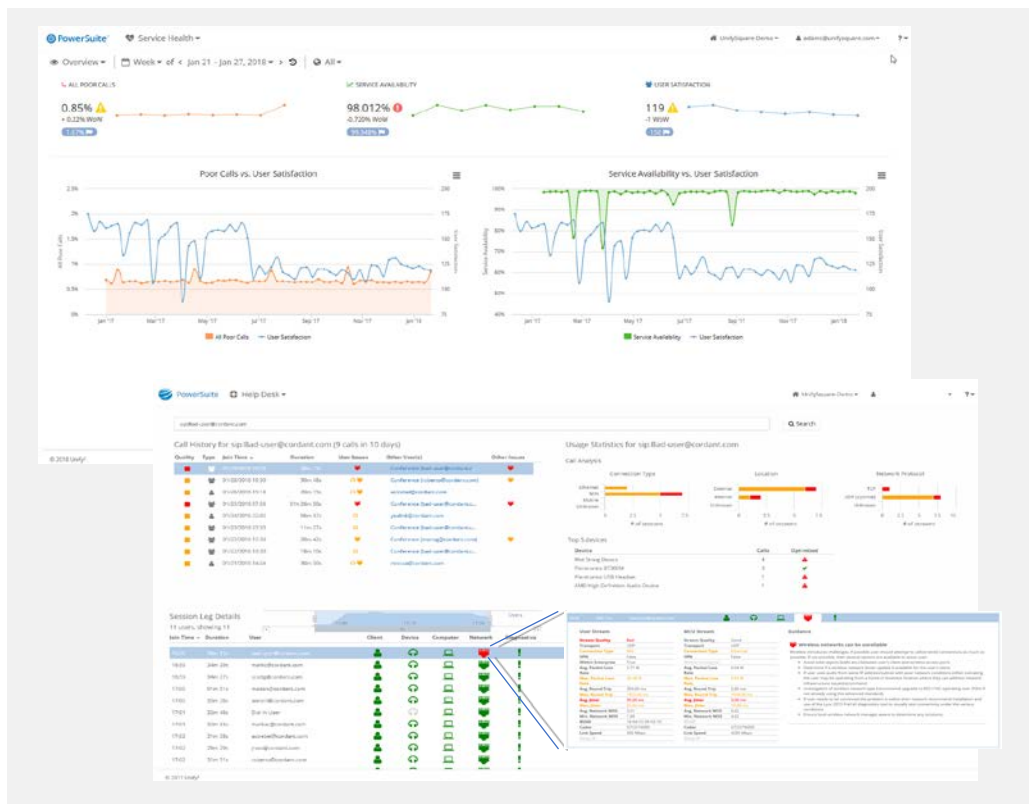
- **Go beyond call quality dashboard**

- Machine learning & AI predictive analytics
- Data segmentation
- Actionable insights
- Benchmarking
- Advanced path visualization & troubleshooting
- End user-quality analytics

- **Telephone number management**

- Portal for number management of entire inventory across all vendors
- Allocate numbers by site/user/circuit
- Number reservation/tombstoning
- Report on number utilization, availability etc.

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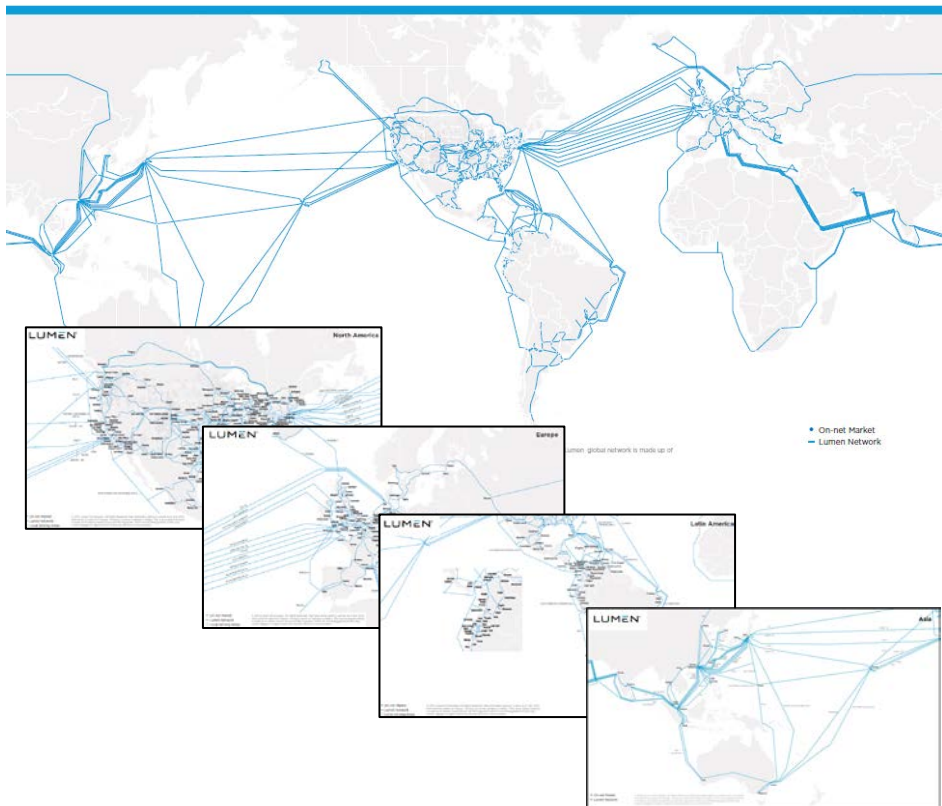
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# 24/7 support team

Providing peace of mind

- Portal provides intuitive assistance for your desktop support team
- 24/7/365 support desk for 2<sup>nd</sup> line support
- Fraud alert & monitoring
- Platform monitoring
- Lifecycle account support





# An expansive global network

## Network and vendor simplicity through a single provider

### Lumen operates a global voice network

We operate our network to deliver SIP and ISDN signaled services with no additional network layers, hops or dependency on legacy network elements.

Lumen sells TDM and SIP trunking, enterprise voice, collaboration, and hosted UC services in North America, EMEA, APAC and LATAM regions.

Our network carries 21B\* voice minutes on average per month.

- Our expansive U.S. native footprint provides both telephone numbers and SIP and TDM services.
- We offer International Toll Free (ITF) origination from more than 100 countries and International Local Outbound from more than 30.
- Our global conferencing solutions are seamlessly integrated for ubiquitous access to customers, vendors and employees in 118 countries utilizing a robust toll- and toll-free phone number set for on-demand access.

# Why Lumen

Deliver a single collaboration experience that spans all modes of communication

- **Enhanced support before and after you buy** It is more than just seats; we align our service delivery model to the business objectives of our customers to help ensure they are realizing the value of their investment
- **Easy, fast path to empowering “work from anywhere”** We assist customers in achieving digital transformation, minimizing the risk of disruption and downtime, and enabling customers to make and automate data driven business decisions
- **Flexibility** We make it easy to adapt your network as needs evolve.
- **We wrap Microsoft Teams with a managed, customized experience;** Using our extensive network assets you can hand-off the complexity of configuring and maintaining the telephony and support to Lumen and our years of experience



Thank you